



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

ADULT PROTECTIVE SERVICES SPECIALIST

Class No. 005237

SENIOR ADULT PROTECTIVE SERVICES SPECIALIST

Class No. 005238

■ CLASSIFICATION PURPOSE

To investigate and perform casework services for the elderly and disabled adults in the Adult Protective Services Program; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This class series is distinguished as being a specialized social worker series responsible for performing protective services for the elderly and disabled adults. Incumbents are responsible for investigating and evaluating allegations of abuse or neglect, performing protective interventions, recommending protective program placements, and providing casework services to elderly and disabled adults in the Adult Protective Services Program. Positions in this class series are allocated only to the Health and Human Services Agency (HHSA), Aging and Independence Services Division.

Adult Protective Services Specialist:

This is the journey level class in the Adult Protective Services Specialist series. Under general supervision, incumbents are assigned to perform the full range of investigation and casework services for the Adult Protective Services Program.

Senior Adult Protective Services Specialist:

This is the lead level class in the Adult Protective Services Specialist series. Under general supervision, incumbents are assigned to perform the more difficult cases and to provide technical guidance and training to lower level staff including Adult Protective Services Specialists and Protective Services Assistants. Incumbents may act in the absence of an Adult Protective Services Supervisor.

■ FUNCTIONS

The examples of functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Adult Protective Services Specialist

Essential Functions:

1. Investigates abuse and neglect for clients by responding to referrals, interviewing clients and collateral contacts, analyzing collected information to determine if criminal actions have occurred, preparing investigative reports, and submitting recommendations to supervisors.
2. Develops service plans by assessing clients' needs and initiating services to maintain client independence and self-sufficiency.
3. Responds to 24-hour phone lines and receives reports of incidents pertaining to the abuse of the elderly and disabled persons; and assesses such incidents and determines if immediate responses are warranted.
4. When appropriate or upon request, assists clients by arranging placement in safe and desired settings such as local community resource agencies, board and care agencies, or hotels.
5. Initiates and coordinates in-home care services, such as medical, mental health, and nursing services in order to provide basic needs and protection for clients as appropriate.
6. Uses customized computer applications to completely document all services provided to clients.
7. Communicates and collaborates with sworn officers and representatives of law enforcement agencies to ensure client protection advocacy and prosecution of perpetrators.

8. Educates local community service providers on elderly abuse by providing information upon request or making presentations.
9. Makes referrals to Lanterman-Petris-Short (LPS) Conservatorship and Public Guardian services when appropriate.
10. Serves as a member of a multi-disciplinary team to address the needs of elderly and disabled clients and participates in unit care conferences when needed.
11. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Senior Adult Protective Services Specialist

Essential Functions:

All the functions listed above and

1. Provides technical guidance and training to lower level protective services staff including Adult Protective Services Specialists and Protective Services Assistants.
2. Coordinates case reviews by conferring with Adult Protective Services staff on an individual or group basis.
3. Leads group staff discussions on policy and case problems and provides recommendations to supervisors.
4. May supervise lower level staff in the absence of Adult Protective Services Supervisors.
5. May serve as a facilitator for multi-disciplinary teams to address the needs of elderly and disabled clients, and participate in unit care conferences.
6. May assist supervisors or program managers in performing special projects.

■ KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

The following apply to both classes:

- State of California laws and regulations pertaining to reporting incidents of abuse involving elderly and disabled adults.
- Case management and protective services methods, techniques, and practices pertaining to elderly and disabled populations.
- Theories of human behavior and group dynamics.
- Methods and techniques used to conduct interviews and investigations.
- Methods and techniques used to appropriately intervene during routine or crisis situations involving victims of abuse.
- Safety/Risk Assessment techniques.
- Needs and problems of elders/disabled, dependents, and families from diverse socio-economic and cultural backgrounds.
- Community resources, community organizations, and health care systems.
- Policies, procedures, and guidelines of the Health and Human Services Agency and Aging and Independence Services pertaining to the Adult Protective Services Program.
- Reporting requirements and court procedures related to the elderly and dependent social services.
- Laws, codes, rules, and regulations of governing agencies such as relevant State of California Welfare and Institutions Code, social services agencies, and courts of law.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.
- Basic operation and use of computers in order to use customized applications, word processing, electronic mail, and other software programs as required.

Senior Adult Protective Services Specialist (in addition to the above):

- Principles and practices of lead work.

Skills and Abilities to:

The following apply to both classes:

- Effectively assess, diagnose, and apply intervention techniques when dealing with the elderly and family related problems.
- Establish workload priorities to manage caseloads in an efficient, organized and timely manner.
- Apply professional social work methods to various situations.
- Analyze a variety of situations, use sound and logical reasoning, and exercise the proper authority when appropriate.

- Communicate effectively in writing to prepare reports, case summaries, and correspondence in an understandable, clear, and concise manner.
- Communicate effectively verbally with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies, clients, and members of the public with courtesy and respect.
- Assess the clients' immediate needs and ensure clients' receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Maintain accurate and complete records and documentation.
- Use modern office equipment such as personal computers, printers, telephones, facsimiles, and copiers.
- Safely operate a motor vehicle in order to travel to locations within and outside the County.

Senior Adult Protective Services Specialist (in addition to the above):

- Provide training, technical guidance, and consultation to lower level staff.
- Act in the absence of the supervisor.

■ EDUCATION/EXPERIENCE

Education, training and/or experience that demonstrate possession of knowledge, skills and abilities stated above. Examples of qualifying education/experience combinations are:

Adult Protective Services Specialist:

A bachelor's degree from an accredited college or university with at least 24 semester units in the behavioral sciences AND two (2) years of social work experience working with the elderly and/or disabled adults.

Senior Adult Protective Services Specialist:

A bachelor's degree from an accredited college or university with at least 24 semester units in the behavioral sciences AND three (3) years of social work experience working with the elderly and/or disabled, one (1) year of which was at the level of an Adult Protective Services Specialist with the County of San Diego.

Note: (For Both Classes): Possession of a current license as a Licensed Clinical Social Worker or Marriage and Family Therapist with the State of California will substitute for the education requirements listed above. A master's degree from an accredited college or university in social work, gerontology, counseling, psychology, or a closely related field, which included supervised field placement as part of the course curriculum, will substitute for two (2) years of the experience requirement stated above.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous sitting and upward and downward flexion of the neck. Frequent: standing, walking, repetitive use of hands to operate computers, printers, copiers, telephones, cellular phones and other office equipment. Occasional: reaching above and below shoulders, lifting and carrying of books, files, and notepads weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in these classifications, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in these classifications may be required to use their own vehicles.

Certification/Registration

None required.

Working Conditions

Work is divided between an office environment and the field. Work involves frequent travel to various locations including low income and high crime areas within the County of San Diego. Incumbents are required to work on a standby and callback basis to provide

emergency response services during irregular or non-routine hours such as evenings and weekends. Work involves frequent exposure to computer screens. Incumbents may occasionally interact with clients who have histories of chronic mental illnesses and substance abuse as a dual diagnosis. Incumbents may occasionally interact with adults who are emotionally disturbed and potentially violent or hostile.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

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Variable Entry: Y
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